



myGP Patient Questionnaires: Ethnicity

Save hours of administrative time while supporting vulnerable patients

Improving coding of ethnicity in primary care

To better support vulnerable members of the population, there has been a focus on improving the coding of ethnicity across all NHS organisations, particularly in response to the COVID-19 pandemic¹.

Collecting and updating ethnicity data has been a challenge in Liverpool. To address this problem, three Liverpool CCG colleagues worked with myGP to improve coding of ethnicity via a text messaging campaign.

Identifying and engaging with patients

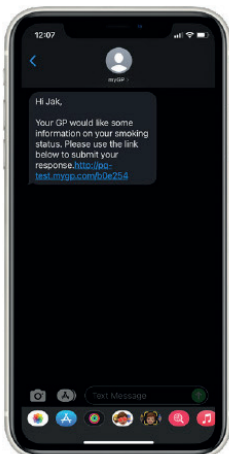
An EMIS based audit was created by the Liverpool CCG Business Intelligence team. This identified patients who hadn't previously provided their ethnicity. The resulting patient list was imported into myGP and used to send a purpose-built ethnicity patient questionnaire. When patients received the questionnaire, they were asked to enter their date of birth and select their ethnicity from a pre-populated list which was then automatically updated in the GP record.

In the space of a month 33 practices sent Ethnicity Patient Questionnaires and received 8,707 responses, which were then automatically coded into clinical records. Since being implemented, this has saved practice staff over 290 hours of administrative data entry.

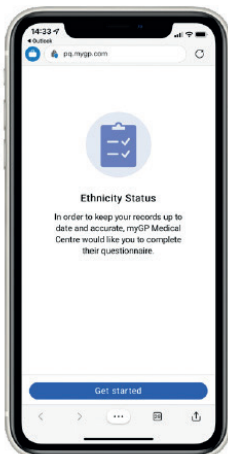
Questionnaires available to send to patients include:

- BMI
- Blood pressure
- Anxiety
- Depression
- Heart health check
- Asthma
- Digital NHS health check

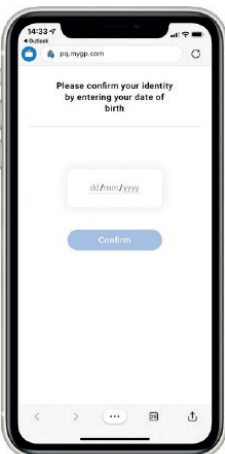
Patient receives link notification



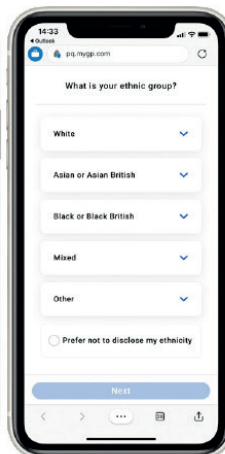
Take to questionnaire page



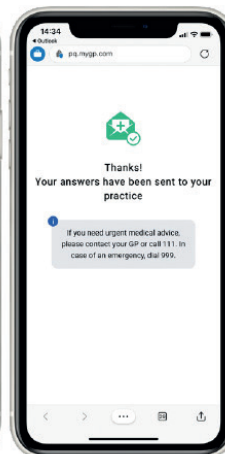
DOB required to access



Questionnaire begins



Patient submits answers



→ The GP record is automatically updated

“This has been an extremely positive and successful campaign, with further scope for improvement. The ability to target a large population base with minimal effort through the use of an EMIS search and the myGP questionnaire functionality has saved my team an inordinate amount of time.”

David Knowles, Deputy Head of Business Intelligence, Liverpool CCG